Allworx
Phone Guide
9212

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allworx Phone Guide – 9212

Congratulations! You're the proud new owner of an Allworx® 9212 VoIP phone. This phone guide will make it easy for you to place and receive calls when using the Allworx System.

1 Getting Started

1.1 What is in the box?

Check the contents of the box your phone came in. You should have:

- Allworx 9212 phone and base
- Power supply
- Handset with cord
- Phone Functions Reference Card (this guide conveniently slides between the base and back of phone)

Not included but also needed:

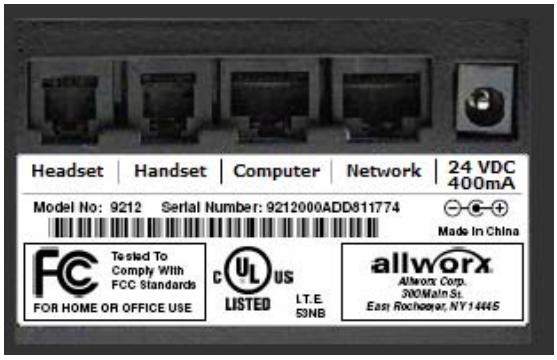
- Ethernet cable to connect the phone to the network

1.2 Connecting the Phone

We have taken all the challenge out of connecting your phone properly. Follow these steps to connect (see the figure below):

1. Connect the handset to the Handset jack on the back of the phone using the coiled handset cord.
2. Plug one end of the Ethernet cable into the Network jack on the back of the phone. Plug the other end into your Ethernet jack on the wall.

   WARNING: Do not connect to an analog phone line.
3. A computer may be connected to the network through the phone's Computer jack.
4. If you are using Power over Ethernet (PoE), the power to the phone was supplied when you connected the Ethernet cable. If this is the case, skip to step 6.
5. If you are not using PoE, connect the power cable into the phone, and then plug the other end into an outlet. It's a good idea to use a surge protector.



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6. Thread cables through the strain relief guide.

7. After applying power, the phone will initialize itself. You can watch its progress on the phone's screen. A normal sequence would include:
    a. Allworx Logo.
    b. Starting network.
    c. Loading configuration files.
    d. Station Init complete.
    e. After successful startup, the phone will display date, time, your presence, your name, and extension.
    f. If the phone does not follow this sequence or displays an error, contact your System Administrator.

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2 Adjusting Your Phone

2.1 Base Assembly and Adjusting the Angle of the Phone

You can adjust the Allworx 9212 phone on its base so that it is easy to use and easy to read the screen.

1. Lay the phone face down on a soft surface with top of the phone pointed away from you.
2. The base will connect to the back of the phone in one of three positions, thus allowing the phone to be adjusted at different angles when sitting on a desktop. The nearest set of holes provides the steepest angle.
3. Notice that the base has both fixed and flexible tabs. Hold the base with the tabs pointed away, fixed tabs down and flexible tabs up.
4. Place the fixed tabs in the desired holes on the back of the phone.
5. Rotate the base until the flexible tabs click into place.

To remove the base:

1. Press down on the flexible tabs and release them from their holes.
2. Rotate the base until the fixed tabs easily lifted out of their holes.

2.2 Change the Labels for the PFKs (Programmable Function Keys)

To avoid misdialing, update the PFK labels whenever a PFK configuration is changed. To add or change a label:

1. Remove the paper from beneath the plastic label cover by lifting the bottom edge of the plastic cover to release it.
2. Add text in the space corresponding to the desired PFK.
3. Place the label onto the phone and snap the cover back in place.

A blank label Microsoft Word™ template can be obtained at our website (www.allworx.com/support/downloads/default.asp, select the Documentation link).

2.3 Volume

The volume of the incoming ring, handset speaker, speakerphone, and the headset is adjustable.

To adjust the Volume:

- Press the *Volume* bar on the left (decrease) or right (increase) to adjust the incoming ring for desired audio level. Do not lift the handset or turn on speakerphone.
- To adjust other volumes, pick up the handset, turn on the speakerphone or headset, and press the Volume bar, as desired.
- The screen shows which device is being adjusted.

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3 Introduction to your Allworx Phone

Your new Allworx phone supports two modes of operation: PBX (Private Branch Exchange) Mode and Key System Mode. Your System Administrator has pre-configured the phone for one of these two modes. Each programmable button on the phone will function differently depending on the mode of the phone.

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4 Button Operation

Button	Light	Purpose
KEYPAD	None	Use the keypad to dial numbers in order to place a call.
MESSAGES	Solid red if new messages are present.	Access the Message Center.
INTERCOM	Solid green when in use.	Use the phone as an intercom.
CONFERENCE	Blinking green while making connections Solid red when in use.	Talk to 3 parties at a time using the 3-Way Conference functionality. Will indicate when Call Assistant - Call Recording is in progress.
TRANSFER	Solid red until the call is transferred.	Transfer a call to another extension using a Blind or an Attended Transfer.
RELEASE	None	Disconnect the call you are on currently.
PARK	None	Parks a call (PBX behavior) or system-wide hold (key system behavior)
INFO	Solid green when in use.	View functionality of all the buttons on the phone: Feature Keys, Programmable Function Keys (PFK), Scroll Keys, Selection Keys, and Keypad.
SPEAKER	Solid green when in use.	Use the phone as a speakerphone or activate a headset.
MUTE/DND	Solid red when Mute. Solid amber in Do not Disturb mode. Flashing amber.	Turn off the microphone in handset, speakerphone, or headset. Prevent incoming calls (Do Not Disturb). Indicate Presence other than “In Office”
HOLD	Solid red if the call is on hold.	Place a call on hold.
Navigation	None	Use the up arrow to move up on the LCD screen. Use the down arrow to move down. Use the button in the center to Select and Save settings.

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Button	Light	Purpose
Soft key Selection	None	Use the buttons below the display to select a soft key.

4.1 Messages

If the *MESSAGES* button is red, you have a new message in your voicemail box. The number of new messages appears on the screen. To listen to your voicemail, press the *MESSAGES* button. You'll need to enter your password to access your messages.

4.2 Intercom

1. Press the *INTERCOM* button and dial the extension of the person you would like to talk to.
2. The call is connected when the LCD screen displays Active Call.
3. Start talking. The person you called will hear you over their speaker.
4. Press the *INTERCOM* or *SPEAKER* button to end the call.
5. To deny an incoming Intercom request, press the *IGNORE* soft key.

4.3 Conference

After connecting to the first person you want on the conference call, follow these steps:

1. Press the *HOLD* button.
2. Select another Call Appearance PFK and dial the number of the second person you want on the conference call.
3. Press the *CONFERENCE* button.
4. Press the Call Appearance PFK where the first person is on hold.
5. All three callers are now able to conference. The *CONFERENCE* button will be illuminated solid red.
6. One party may exit the conference by hanging up; the remaining two parties will continue to be connected.
7. If you desire to have a private conversation with one of the parties, you may split the conference using the following steps:
    a. Use the Up / Down navigation arrows, to select the Call Appearance PFK of the person you wish to put on hold and then press the *HOLD* button. (The display will show the two parties involved in the conference).
    b. You may now talk to the remaining party.
    c. The Call Appearance PFK for the person on hold will be flashing. To have the person re-join the conference, press *CONFERENCE*, then select the flashing Call Appearance PFK. The three-way conference is then re-established.

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8. End the conference by hanging up.

4.4 Transfer

Unannounced (Blind) Transfer

1. Press the *TRANSFER* button. The current call is placed on hold.
2. At the dial tone, dial the extension to where you want to transfer the call.
3. The call will automatically be transferred. If the recipient does not answer, the call will follow the recipient's call route.

Announced (Attended) Transfer

To talk to the person to whom you are transferring the call to before the transfer goes through.

1. Press the *TRANSFER* button.
2. Select a second Call Appearance PFK.
3. Dial the extension to where you want to transfer the call.
4. Talk to the new recipient.
5. Press the *TRANSFER* button again. The two parties will now be connected.
6. If you want to cancel the transfer, press the *RELEASE* button. To return to the original caller, press the Call Appearance PFK where the call is currently being held.

4.5 Release

The *RELEASE* button is used to hang up an active call or to abort a new call setup, such as the middle of a transfer operation.

4.6 Park

PBX Behavior on a call appearance

- To park an active call, press the *PARK* button.
- The phone displays for 3 seconds the parking orbit (701 - 709) of where the call is parked.

Key System Behavior on an outside line

- To place an active call in a "system-wide hold", press the *PARK* button. Any phone with a PFK for this outside line will be able to retrieve the call.

4.7 Info

The *INFO* button is used to get information regarding the other buttons on your phone. For example, you can use the *INFO* button to determine the numbers that have been programmed for each speed-dial button.

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To use this feature:

1. Press the *INFO* button.
2. Press any of the other buttons on the phone.
3. The screen will display a brief description of the selected button.
4. Press the *INFO* button a second time or let the screen time out to exit the description screen.

4.8 Speaker

Press the *SPEAKER* button for hands-free use of the phone.

If you are already using the handset, you can press the *SPEAKER* button and then place the handset on hook. Take the handset off the hook to continue using it again. When you are finished with the call, press the *SPEAKER* button to hang up.

Note: If you are using a headset, use the *SPEAKER* button to activate it. You will not be able to use the speakerphone while using a headset (Section 5.4).

4.9 Mute/DND

Mute a Call

During a call, you can press the *MUTE/DND* button to turn off the microphone in the handset, speakerphone, or headset. The light on the *MUTE/DND* button is red when the phone is muted.

Prevent Incoming Calls using Do Not Disturb (DND)

1. When not on a call, press the *MUTE/DND* button.
2. The light on the *MUTE/DND* button will appear amber.
3. With Do Not Disturb enabled, your phone will not ring. All calls will follow the next step in your active call route.
4. Press *MUTE/DND* to turn Do Not Disturb off your phone. The light on the *MUTE/DND* button will turn off.

4.10 Hold

To place a call on hold:

- Press the *HOLD* button.
    - The *HOLD* button will blink red once.
- Place the handset on the hook.
    - The Call Appearance PFK for the call that is on hold will blink green until the call is picked up again.

To take the call off hold:

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- Pick up the handset.
    - If more than one call is on hold, the most recent call is connected.
- Press the *SPEAKER* button (for hands-free).
- The caller ID of the call picked up will appear on the display.

To pick up a different call on hold:

- Press the flashing PFK for that call or use the Up / Down navigation arrows to display the call on the screen, and then pick up the handset.

If you have a call on hold and a new call comes in, the new call will be answered when the handset is lifted.

If Music on Hold is enabled for your company's system, callers on hold will hear music.

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5 Phone Operation

5.1 Placing a Call

- Outbound calls can be placed by pressing the following PFKs:
  - Call Appearance: can be used to place extension-to-extension calls or to obtain an outside line (must dial 9 first).
  - Line Appearance: seizes the outside line without dialing 9 first.
  - Speed Dial: automatically dials the programmed number

5.2 Receiving a Call

- Inbound calls can be answered with the following PFKs (when flashing):
  - Call Appearance: can receive either an extension-to-extension call or an outside line directed to an extension assigned to the phone.
  - Line Appearance: can receive inbound calls from the outside line.
  - Call Monitor
  - Call Queue

Note: Unless configured otherwise, incoming calls to your phone will ring the audible indicator and flash one of the Call Appearance PFKs.

5.3 Ending a Call

Release a call by using one of the following:

- Place receiver back on hook. If using the speakerphone or headset press the *SPEAKER* button.
- Press another PFK.
  - If a second call is coming in on another PFK, pressing that PFK will end the current call and answer the incoming call (unless auto on hold is enabled).
- Press the *RELEASE* button to end a call and start a new call.

5.4 Headset

1. Plug the cable for the headset into the headset jack on the back side of the phone.
2. Press the *SPEAKER* button. (You cannot use the speakerphone and headset at the same time).
3. When finished with the call, press the *SPEAKER* button to disconnect.

A PFK can be created to activate the headset instead of using the *SPEAKER* button. The PFK has to be setup by the System Administrator.

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5.5 Directory Dialing

1. Press the Up / Down navigation arrows to view a list of all User Extensions, System Extensions, and Speed Dial numbers by Name or Description. Additionally, when the phone is “off-hook”, the rightmost soft key changes to the directory listing option: *PHONEBK*. Press the PHONEBK soft key to initiate the directory listing.
2. Use the Up / Down navigation arrows to highlight the name (or description) and extension. You may also press an alphabetic key on the keypad to jump to the desired section of the directory.
3. Press the *Select* button to dial the number.

5.6 Redial a Number

- You can automatically dial the last number called by selecting the *REDIAL* soft key on the phone’s display screen,.
- Select the *CALLS* soft key. Us the Up / Down navigation arrows to highlight the desired call. Press the *Select* button .
- A PFK can be programmed by your System Administrator to redial the last number called.

5.7 Missed Calls

If a call is missed, a message will appear on the phone’s display. Use the following steps to see details of the missed calls:

1. Select the *CALLS* soft key.
2. Use the Up / Down navigation arrows to view your missed calls.
3. Select the *DETAIL* soft key to view the date and time of the missed calls.
4. Press the *Select* button to call the number.

5.8 Presence Soft Key

Change your Presence setting directly from the phone. The Presence states are: ‘In Office’, ‘At a Meeting’, ‘On Vacation’, ‘On Business Trip’, ‘At Home’, ‘Away’, and ‘Busy’.

1. Select the *PRESNCE (presence)* soft key.
2. Use the Up / Down navigation arrows to view the presence states.
3. Press the *Select* button to change your presence. All inbound calls will follow the call route for this presence state.

5.9 Ignore and Silence Soft Keys

- While a call is ringing, the *SILENCE* and *IGNORE* soft key options appear.

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- Pressing the *IGNORE* soft key stops the audible ringing. However, the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.
- Pressing the *SILENCE* soft key stops the audible ringing. However, the information on the incoming call will still be displayed and the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.

5.10 Programmable Function Keys

The following features can be programmed by your System Administrator into any of the 12 PFKs on the Allworx 9212.
Note: One PFK should be left as a Call Appearance. This is required for PBX behavior.

- Busy Lamp Field (BLF)
- Call Appearance
- Call Monitor
- Day-Night Mode
- Centrex Flash
- Headset
- Info
- Park
- Personal Speed Dial
- Redial
- Line Appearance
- Parking Orbit
- Queue Appearance
- Speed Dial
- Messages

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6 System Features

6.1 Operator

Dialing (or transferring to) 0 from any phone will initiate a call to the company operator.

6.2 User / Resource Extensions

Dialing (or transferring to) any extension between the range of 100 – 299 (3 digit mode) or 1000 – 2999 (4 digit mode) will connect a call to another user or to a call route (set up by the System Administrator) assigned to the extension.

6.3 Leave a User a Voicemail

Dialing (or transferring to) any 3 + user extension will connect a call to a particular user's voicemail.

Note: 3 + a resource extension only works if the extension routes directly to a user's voicemail.

6.4 Business Speed Dial

The System Administrator can specify extensions 350 – 399 or 34000 – 34999 to ring particular numbers. The System Administrator can program the extensions to a phone's PFK.

6.5 Auto Attendant

Dialing (or transferring) to extension 400 or 431 from any phone will go to the default Auto Attendant.
Dialing (or transferring) to extension 431 - 439 from any phone will go to a specific Auto Attendant set up by the System Administrator.

6.6 Overhead Paging

If the system is configured and connected to an Overhead Paging system, dialing extension 402 activates paging. Once activated, users can use their phone to make an announcement that is transmitted through each handset's intercom or to the overhead paging system.

Note: An overhead paging system is a 3rd party product attached to the Allworx system.

6.7 Active Door Relay

If the system is configured and connected to a Door Relay, dialing extension 403 activates the relay.

6.8 Do Not Disturb

Dialing extension 420 enables Do Not Disturb on the phone.
Dialing extension 421 disables Do Not Disturb on the phone.

Note: The MUTE/DND button will not be lit.

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6.9 Call Queues

Logging in/out of a Queue

To log into a Queue:

1. Press and hold the Queue PFK on your phone corresponding to the Queue to be logged into.
2. The button will change color from red to either off (no calls in queue) or flashing green (if a call is waiting in the Queue).

Note: By default, the phone will automatically be logged into the Queue.

To logout of a Queue:

1. Press and hold the Queue PFK on your phone corresponding to the Queue to be logged out of.
2. The button color change to solid red (logged out of Queue).

Placing a Call in a Queue

Calls can be put in a Queue either by dialing an extension routed to a Queue from an Auto Attendant or by the following steps:

To place a call in a Queue:

1. Press the *TRANSFER* button.
2. Dial 440# (# representing Queues 0 through 9) or an extension that is routed to a Queue.

Retrieving a Call from a Queue

Call Queues are created and programmed by your System Administrator. There are two ways to retrieve a call from a Queue:

- Dial extension 441# (# representing Queues 0 through 9).
- The System Administrator can define the PFKs on your Allworx phone as Queue Appearances for one or more Call Queues:

  The Queue PFK may be in one of several states:

  - Red means you are currently logged out of the Queue.
  - Off (not lit) means you are logged into the Queue but there are no calls waiting in the Queue.
  - Flashing green means there is at least one call in the Queue and will flash on all phones that are logged in.

  When the Queue PFK light is flashing, you will be able to pick up the call by pressing the PFK or *SPEAKER* button for hands-free mode, or by using your handset or headset and pressing the PFK.

If Music on Hold is enabled for your company's system, queued callers will hear music.

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6.10 Call Forwarding

Dialing 45 + an extension will forward any call that come into the phone to that extension.
To disable Call Forwarding for the phone, dial extension 450.

6.11 Paging Zones

Dialing 46# (# representing a Paging Zones 0 through 9) on the phone will broadcast audio to any other phones that are members of the Paging Zone, which is set up by the System Administrator.

6.12 Conference Center

The Conference Center is an optional feature. Note: it is not available for the Allworx 10x.

There are four Conferences Bridges on the 24x and one Conference Bridge on the 6x that support up to 8 callers. A Conference can be scheduled using the directory page but can also be held without scheduling.

Callers can join a Conference by dialing extension 408 or by being transferred to the extension 408 by another user. An Auto Attendant shortcut can be setup by the System Administrator to access the Conference Center. A Conference ID and password are required in order to enter the conference.

Note: For more information refer to the *Allworx Conference Center Guide* found on the website at www.allworx.com/support/downloads/default.asp.

The 24x supports up to 4 simultaneous conferences while the 6x supports only one conference. Default Conference IDs and Pins for unscheduled conferences are shown in the table below:

Server	Conference ID	Password
6x, 24x	480	480
24x	481	481
24x	482	482
24x	483	483

6.13 Allworx Message Center

The Allworx Message Center can be reached by:

1. Dialing 6 + your extension from any office phone or from the company Auto Attendant, if calling from an outside line.
2. Pressing the MESSAGES button on any Allworx phone.

The Allworx Message Center allows the user to:

- Listen to new and saved voicemails

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- Send a message to another user
- Change presence setting
- Change name recording
- Manage message greetings
- Change password

Note: For more information refer to the *Allworx Message Center Guide* found on the website at www.allworx.com/support/downloads/default.asp.

6.14 Answer Ringing Phone Using another Handset

A user can answer another user's ringing phone from their own handset by dialing 7 + the alternate phone's extension.

6.15 Parking

A call can be parked by pressing the *PARK* button. The maximum wait time a caller is parked and the subsequent routing is defined by the system administrator.

Park a Call using a Line Appearance PFK

Parking a call on a Line Appearance PFK will act as a "system-wide hold" in that any phone with a Line Appearance PFK assigned to the same outside line will be able to retrieve the call by pressing the Line Appearance PFK. This would typically be used in systems configured for Key System Behavior.

Parking a Call from the Hold Screen

The currently displayed call on hold can be parked by pressing the *PARK* button. The call is parked without retrieving it from Hold.

Retrieving a Parked Call

Your System Administrator can define one of the PFKs on your Allworx phone as a Parking Orbit PFK for one or more of the parking extensions. Your System Administrator can also set a reminder to ring the handset when the call has been parked beyond a specified period of time.

The Parking Orbit PFK may be in one of several states:

- Off (not lit) means the Parking Orbit is idle, no parked call.
- Amber PFK means a call has been parked by that particular handset within the last five seconds. After five seconds, the button will turn to slow flashing green.
- Slow flashing green means a call has been parked using this handset for more than five seconds.
- Slow flashing red means a call has been parked on this Parking Orbit, but not by this handset.

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When the Parking Orbit PFK light is flashing, you will be able to pick up a call in the Parking Orbit by pressing the PFK or SPEAKER button for hands-free mode, or by using your handset or headset and then pressing the PFK.

Note: Parked calls can be answered without a designated Parking Orbit PFK by dialing 701 – 709 from any handset.

If Music on Hold is enabled for your company's system, the parked caller will hear music.

6.16 Call Monitors

Call Monitors are created and programmed by your System Administrator. The System Administrator can define the PFKs on your Allworx phone for one or more Call Monitors.

The Call Monitor PFK may be in one of several states:

- Off (not lit) means the Call Monitor is idle, no incoming call.
- Fast flashing green means there is an incoming call (with the handset set to ring).
- Green means there is an active call on this handset.
- Fast flashing red means there is an incoming call (with the handset set not to ring).
- Slow flashing green means an active call is on hold by this handset.

When the Monitor PFK light is flashing, you can pick up the call by using your handset or speakerphone and pressing the PFK.

6.17 Busy Lamp Field (BLF)

Another user's phone can be linked to a PFK on your phone. The PFK will automatically dial the user's extension when pressed. The BLF PFK will flash red when the user has an incoming call and it will be solid red when the user is on the phone.

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7 Advanced Topics

7.1 Phone Configuration Menu

The following can be viewed / changed by selecting the *CONFIG* soft key:

- Personal Speed Dial
- Preferences
- Reboot Phone
- Clear Call History
- Refresh Directory
- Network Settings
- Current Status / Info
- Statistics
- Save Settings
- Set Factory Defaults

Caution: Check with your System Administrator before making any changes.

7.2 Personal Speed Dial

You can program your frequently called numbers and dial them with the touch of a button.

Setting up a Personal Speed Dial

1. Press the *CONFIG* soft key.
2. A menu will appear. The first option will be Personal Speed Dial. Press the *Select* button .
3. Use the Up / Down navigation arrows to choose a desired speed dial number, press the *Select* button.
4. Use the keypad to enter the phone number or extension, press the *Select* button.
5. Use the keypad to enter a name for the speed dial, press the *Select* button.

Note: The '#' key puts a space between characters. The Down navigation arrow acts as a backspace.

Using a Personal Speed Dial

1. Pick up a line.
2. Press the *SPDIAL* soft key.
3. Choose the desired speed dial number on the keypad.

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7.3 Preferences

1. Press the *CONFIG* soft key button.
2. Press the Down arrow button to select *Preferences*. Press the *Select* button ☑.
3. Select from the following list using the Up / Down navigation arrows to make the changes:
   a. LCD Contrast – Controls the contrast of the display. Use the Volume bar or Up / Down navigation arrows to adjust.
   b. Call History Size – Number of calls kept in History. 0 – 99 (Default: 99).
   c. Clock Mode – Time Display for LCD Screen.
      i. Off
      ii. 12 Hour (Default)
      iii. 24 Hour
   d. Hold Reminder Mode – How the hold reminder should act.
      i. No Reminder
      ii. On Hook
      iii. Timer (Default)
      iv. On Hook and Timer
   e. Redial Memory – To have the last number dialed stored in the phone.
      i. Enabled (Default)
      ii. Disabled
      iii. Timed
   f. Audible Dialing – Tones are heard when a key is pressed.
      i. Enabled (Default)
      ii. Disabled
   g. Call Timer Display – Displays the length of time during a call.
      i. Enabled (Default)
      ii. Disabled
   h. Intercom Auto Answer – When a call is placed to a phone using the *INTERCOM* button, the phone receiving the call will automatically answer using Intercom/Speakerphone.
      i. Enabled (Default)
      ii. Disabled
   i. On Hook Dialing – Speaker mode will be enabled when a number on the keypad is pressed. Allows numbers to be dialed without pressing the *SPEAKER* button first.
      i. Enabled (Default)

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ii. Disabled

j. Visual Ringing – The Allworx visual ring indicator for the Allworx 9212 phone will flash red with an incoming call.
   i. Enabled (Default)
   ii. Disabled

k. Paging Enable Mode – If the phone is to allow pages to be received.
   i. Never
   ii. Always (Default)
   iii. On Hook

l. Off Hook Answer Mode – Answers incoming calls when the phone is taken "off-hook"
   i. Off Hook Will Answer (Default)
   ii. Select to Answer

m. Off Hook Ringing – The phone will ring when a new call is received while in use.
   i. Enabled (Default)
   ii. Disabled

n. Auto on Hold – When another call comes in on a free Call / Line Appearance PFK while on an active call, if the PFK for the new call is pressed, the first call is automatically put on hold instead of ended.
   i. Enabled
   ii. Disabled (Default)

o. Auto Retrieve Calls – When the phone is on hook and a call is on hold, if handset is taken off hook, the call on hold is automatically retrieved.
   i. Enabled (Default)
   ii. Disabled

p. Missed Call Tracking – Can choose what types of Appearances to track.
   i. Call Appearances Only (Default)
   ii. All Appearance Types

q. Parking Orbit Pop-ups – Displays the Parking Orbit after call has been parked.
   i. Popup Enabled (Default)
   ii. Popup Disabled

r. Force Auto Answer – Allows the phone to automatically answer incoming calls
   i. Normal Operation: Incoming calls are not automatically answered (Default)
   ii. Auto Answer: Phone will automatically answer call after one ring

s. Sidetone Disable – Allows different modes for turning off the feedback in the handset/headsets from microphone to speaker

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i. Normal Operation (Default)
ii. Handset Disabled
iii. Headset Disabled
iv. Both Disabled

4. After making changes to the preferences listed above, press the *Select* button ☑.
5. Press the *EXIT* soft key twice.
6. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.

7.4 Reboot the Phone

On occasion, rebooting the phone may be required. For example, when the Allworx server System Administrator makes changes to the phone's configuration, it must be rebooted.

1. Select the *CONFIG* soft key.
2. Highlight *Reboot Phone*.
3. Press the *Select* button ☑.
4. If you have any unsaved changes, you'll be asked if you want to save them before rebooting. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.
5. Select the *YES* soft key on the confirmation prompt to reboot.

7.5 Clear Call History

The Allworx phone retains the history of your calls up to 99 calls. You can clear your call history by using the following steps:

1. Select the *CONFIG* soft key.
2. Scroll down and highlight *Clear Call History*.
3. Press the *Select* button ☑.
4. Select the *YES* soft key to clear call history *OR* select *NO* to cancel.

7.6 Refresh Directory

If new users or extensions have been set up on the Allworx server, the on-phone directory will automatically be updated after some delay. The directory may be updated immediately using the following procedure:

1. Select the *CONFIG* soft key.
2. Scroll down and highlight *Refresh Directory*.
3. Press the *Select* button ☑.
4. Select the *EXIT* soft key to exit the Refreshing the Directory screen.

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7.7 Check the Network Settings

Warning: Do not make any changes to your network settings unless instructed by your System Administrator.

1. Select the *CONFIG* soft key.
2. Scroll down and highlight *Network Settings*.
3. Press the *Select* button ☑.
    a. DHCP – Allows the phone to extract its configuration from the server.
        i. Enabled (Default)
        ii. Disabled
    b. VLAN – Allows the phone to stay on the same network without any hardware reconfiguration.
        i. Enabled
        ii. Hub Debug Mode
        iii. Disabled (Default)
    c. Remote Plug 'n' Play – Key used to set up a remote phone. See the System Administrator.
    d. Edit Time Server IP – Option to change the Time Server the phone is logged into.
    e. Edit Boot Server IP – The WAN IP address the server is using for the setup of a remote phone.
    f. Edit Phone IP – Option will appear if DHCP is disabled. Allows the manual entry of the phone's IP.
    g. Edit Netmask IP – Option will appear if DHCP is disabled. Allows the manual entry of the Netmask IP.
    h. Edit Gateway IP – Option will appear if DHCP is disabled. Allows the manual entry of the Gateway IP.
    i. Phone VLAN Settings – Option will appear if VLAN is enabled.
        i. Enter VLAN ID – 2 (Default)
        ii. Enter VLAN Priority – 7 (Default)
    j. PC VLAN Settings – Option will appear if VLAN is enabled.
        i. Enter VLAN ID – 1 (Default)
        ii. Enter VLAN Priority – 0 (Default)
4. Select the *EXIT* soft key.
5. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.

7.8 Current Status / Info

1. Select the *CONFIG* soft key.

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2. Highlight *Current Status/Info*.
3. Press the *Select* button .
4. The following information is listed:
   - DHCP Lease Time (if DHCP is enabled)
   - SNTP Time Server IP
   - Boot Server IP
   - Phone IP
   - Subnet IP
   - Gateway IP
   - Boot Configuration success or failure
   - MAC Address
   - Model Name
   - Software Version
   - LAN Connection Info
   - PC Connection Info
5. Use the Up / Down navigation arrows to move through the list.
6. When finished, press the *EXIT* soft key.

7.9 Check Statistics

1. Select the *CONFIG* soft key.
2. Highlight *Statistics*.
3. Press the *Select* button .
4. The following information is listed:
   - Audio Packet Stats
     - RCV
     - XMT
     - Missed
     - Loss Rate
     - Max Jitter
   - SIP Call Stats
     - Incoming OK
     - Outgoing OK

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- Bad Address
- Refused Busy

5. Use the Up / Down navigation arrows to move through the list.
6. When finished, press the *EXIT* soft key.

7.10 Save Changes to Your Settings

Normally, you are prompted to save the changes you have made. You may, however, manually want to save the changes.

1. Select the soft key that corresponds to *CONFIG* on the screen.
2. Highlight *Save Settings*.
3. Press the *Select* button .
4. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.
5. Press the *EXIT* soft key.

7.11 Reset the Phone to Its Factory Defaults

Warning: Do not reset your phone to its factory defaults unless instructed by your System Administrator.

1. Select the soft key that corresponds to *CONFIG* on the screen.
2. Highlight *Set Factory Defaults*.
3. Press the *Select* button .
4. Select the *YES* soft key to restore the factory defaults *OR* select *NO* to keep the Configuration as is.
5. Phone automatically reboots.

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8 Additional Information

Your business directory, including the conference scheduling page, company phone list, distribution lists, phone features chart, and shared folders are available using a browser and entering:

http://ServersLANSideAddress

- ServersLANSideAddress is the IP address of your server on your local area network or the host name of the server.
- Your System Administrator can give you this address and it is included on your Allworx welcome summary sheet.

9 Wall Mounting (Optional)

The Allworx 9212 can be mounted on a wall. This requires a wall mounting plate. Mounting plates should meet the requirements of standard TIA-570-B, Section 5. The mounting plates are available from your local telephone company or your local retailer.

Caution: If using a standard telephone wall mounting plate, DO NOT make any connection to the RJ 11 jack. This connection is intended for an analog phone and may cause damage to the Allworx phone, voiding your warranty.

The mounting plate, similar to the one shown below, has mounting studs to receive the telephone base and is positioned to secure the Allworx telephone flush to wall surface.

Remove the Allworx phone base and mount the phone over the mounting plate studs. All power and RJ 45 cable connections should exit between the phone body and the phone base and then be routed to the network connection and/or a power connection.

Leviton 4108W-0SP

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10 Regulatory Notices

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. There is no guarantee, however, that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

Changes and Modification not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commissions rules.

The Power Supply is a plug-in Class 2 transformer. Input voltage is 120VAC, 60Hz 16W. Output voltage is 24VDC 400mA. UL listed. Output connector size is 2.5 mm (inner diameter). The product was made in China.

This product adheres to the IEEE 802.3af standard for Power over Ethernet (PoE).

11 Abbreviations

PoE – Power over Ethernet

VoIP – Voice over Internet Protocol

PBX – Private Branch Exchange

PFK – Programmable Function Key

DND – Do Not Disturb

BLF – Busy Lamp Field

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